

Maintenance and Repair 4

Customer Support

Osicom Technologies offers a comprehensive range of customer support services, including technical assistance and maintenance agreements. For technical assistance or detailed information about Osicom's support plans or pricing, call 1-800-DLX-CARE (1-800-359-2273). Osicom can also be reached by e-mail at info@osicom.com and support@osicom.com.

Equipment Return and Repair

Corrective maintenance is limited to the testing and troubleshooting procedures provided in this manual. If, after contacting Customer Support, you are unable to correct any malfunction, please return the unit to Osicom Technologies for repair.

Prior to shipping the unit to Osicom Technologies for repair, call Product Repair at 301-317-7400 and request a Return Goods Authorization (RGA) number.

You may furnish information on defective units to Osicom Technologies by telephone. Please provide the following information:

- Unit part number and serial number
- Brief description of failure symptoms and cause
- Return shipping address (including sender's name)
- Preference of return shipping mode
- Invoice address
- Purchase Order number or letter of authorization for out of warranty units
- Person to contact for further information. Please include telephone number.

For the best equipment protection, use the original cartons and packaging material. Send the unit to:

Osicom Technologies, Inc.
9020 Junction Drive
Annapolis Junction, Maryland 20701

IMPORTANT

RGA number must appear on container!

